

**9-1-1 Trunk Installations
for CLECs *
State: Michigan**

CLEC	Router	# Trunks	Date Ordered	Date Installed	# Days Interval
MFS	Ann Arbor	4	3/28/96	4/23/96	26
Brooks Fiber	Grand Rapids	1	6/17/96	7/1/96	14
TCG	Rochester	4	12/9/96	12/30/96	21
Brooks Fiber	Cadillac	3	1/26/97	2/7/97	12
Brooks Fiber	Lansing	3	1/26/97	2/7/97	12
Phone Michigan	Rochester	6	4/25/97	5/12/97	17
MFS	Rochester	4	6/16/97	6/27/97	11
MCI	Rochester	2	6/16/97	6/27/97	11

* Includes installations completed under the terms of the 9-1-1 interconnection agreements.

**Provision of
Address and Routing File
(ARF)
to CLECs
State: Michigan**

CLEC	Area of State	Time Period
TCG	313 & 810 NPAs	4Q, 96
MFS	313 & 810 NPAs	4Q, 96
Brooks Fiber	616 NPA	1Q, 97
Brooks Fiber	517 & 906 NPAs	1Q, 97
Phone Michigan	Rochester Router	2Q, 97
Phone Michigan	Bay City Router	2Q, 97



Kelly Ann Fenner

November 22, 1996

VIA UPS

To: See Attached List

Re: 9-1-1 Database Processes

Enclosed you will find a document entitled *9-1-1 Database Integrity -- Processes in a Multiple Local Exchange Provider Environment*. This is the draft document your Account Manager referred to in a letter dated November 20, 1996, relating to the City of Southfield's concerns (MPSC Case No. U-11229).

If you have any comments, please fax them to (313) 963-1978 or relay them through your Account Manager by 5 PM on December 2, 1996.

Thank you.

A handwritten signature in cursive script, reading "Kelly Ann Fenner".

cc: Marilyn Moore, MPSC Staff
Account Managers

9-1-1 Database Processes
Distribution List
November 22, 1996

Ron Pease
Climax Telephone
110 N. Main
Climax, Mi. 49034
616-746-4411
616-746-9914 fax

Fred Rock
Brooks Fiber Communications
2855 Oak Industrial Drive,
Grand Rapids, Mi. 49506
616-224-4240
616-224-5104 fax

Marilyn Haroutunian
MCI Metro
8521 Leesburg Pike
Vienna, Va. 22182
703-918-0706
703-918-6617 fax

Thom Selleck
Teleport Communications Group
1 Teleport Drive
Staten Island, N.Y. 10311
718-355-5730
718-355-5840 fax

William Jones
LCI International
4650 Lakehurst Court
Dublin, Oh. 43017
614-798-6826
614-798-6304 fax

Tim Collins
Continental Cable
26500 Northwestern Hwy.
Suite 203
Southfield, Mi. 48075
810-204-1886
810-204-1890 fax

Brad Evans
Phone Michigan (BRE Comm.)
4565 Wilson Ave.
Grandville, Mi. 49418
616-224-1600
616-224-1609 fax

Ron Gavillet
US Network Corporation
NE 10 S. Riverside Plaza
Suite 300
Chicago, Ill. 60606
312-906-3652
312-906-3636 fax

CaroleAnn Hardenstein
MFS Intelenet Inc.
3 Wing Drive
Suite 200
Cedar Knolls, N.J. 07927
201-524-9574
201-938-7439 fax

Leslie Reambeault
AT&T
227 W. Monroe
Chicago, Ill. 60606
312-230-
312-230-8343

Mark Hubscher
ACI
9525 W. Bryn Mawr
Suite 600
Rosemont, Ill. 60018
847-928-4464
847-928-8779 fax

Linda Frank
WinStar Wireless
1650 Tysons Blvd.
Suite 180
McLean, Va. 22102
703-760-4135
703-761-0148 fax



DD/KA
Regulatory

Kelly Ann Fennell

November 22, 1996

VIA UPS

Mr. David M. Gadaleta, Esq.
Assistant Attorney General
6545 Mercantile Way, Suite 15
Lansing, MI 48911

Mr. Stephen J. Videto
Clark Hill, PLC
200 N. Capitol Ave., #600
Lansing, MI 48933

Mr. Peter Armstrong, Esq.
Varnum, Riddering, Schmidt & Howlett, LLP
333 Bridge Street NW
Lower Level
Grand Rapids, MI 49504

Re: MPSC Case No. U-11229

Gentlemen:

Enclosed please find your copy of the draft document Ameritech committed to producing at the November 12 settlement discussions.

The document is entitled *9-1-1 Database Integrity -- Processes in a Multiple Local Exchange Provider Environment*. It details the processes, roles, and responsibilities of local exchange providers, as well as 9-1-1 service suppliers, to minimize the potential of error in the 9-1-1 database.

As per our agreement, any comments are due back to me by December 2, 1996. The document has also been provided to all licensed Competitive Local Exchange Companies (CLECs) in the state so they may also provide comment. Also, I have provided copies directly to Catherine McCormick and Marilyn Moore.

Please feel free to call if you have any questions.

Thank you.

A handwritten signature in cursive script, reading "Kelly Ann Fennell".



November 22, 1996

VIA UPS

Ms. Marilyn Moore
Michigan Public Service Commission
6545 Mercantile Way
P.O. Box 30221
Lansing, MI 48909

Ms. Catherine McCormick
Department of Public Safety
City of Southfield
26000 Evergreen Road
P.O. Box 2055
Southfield, MI 48037

Re: MPSC Case No. U-11229

Ladies:

Enclosed please find your copy of the draft document Ameritech committed to producing at the November 12 settlement discussions.

The document is entitled *9-1-1 Database Integrity -- Processes in a Multiple Local Exchange Provider Environment*. It details the processes, roles, and responsibilities of local exchange providers, as well as 9-1-1 service suppliers, to minimize the potential of error in the 9-1-1 database.

As per our agreement, any comments are due back to me by December 2, 1996. The document has also been provided to all licensed Competitive Local Exchange Companies (CLECs) in the state so they may also provide comment.

Please feel free to call if you have any questions.

Thank you.

A handwritten signature in cursive script, reading "Kelly Ann Fennell".



November 22, 1996

VIA UPS

Mr. David Green
GTE North
860 Terrace
P.O. Box 269
Muskegon, MI 49443

Re: MPSC Case No. U-11229

Dear Dave:

Enclosed please find your copy of the draft document Ameritech committed to producing at the November 12 settlement discussions.

The document is entitled *9-1-1 Database Integrity -- Processes in a Multiple Local Exchange Provider Environment*. It details the processes, roles, and responsibilities of local exchange providers, as well as 9-1-1 service suppliers, to minimize the potential of error in the 9-1-1 database.

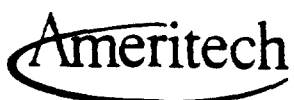
As we discussed yesterday, this document is the expected output of a resolution of the above cited case before the MPSC. It has also been distributed to each of the licensed Competitive Local Exchange Companies (CLECs) in the state so they may also provide comment.

Comments are due back to me by December 2, 1996. Please feel free to call if you have any questions.

Thank you.

A handwritten signature in cursive script, reading "Kelly Ann Fennell".

cc: Ms. Marilyn Moore, MPSC Staff



Kelly Ann Fennell

November 22, 1996

VIA UPS

Mr. William Breeze
MFS Intelenet
21500 Melrose Avenue
Southfield, MI 48075

Re: MPSC Case No. U-11229

Dear Bill:

Enclosed please find your copy of the draft document Ameritech committed to producing at the November 12 settlement discussions.

The document is entitled *9-1-1 Database Integrity -- Processes in a Multiple Local Exchange Provider Environment*. It details the processes, roles, and responsibilities of local exchange providers, as well as 9-1-1 service suppliers, to minimize the potential of error in the 9-1-1 database.

As you know, this document is the expected output of a resolution of the above cited case before the MPSC. It has also been distributed to each of the licensed Competitive Local Exchange Companies (CLECs) in the state so they may also provide comment. J. Hale Morgan (an Ameritech Account Manager for MFS) also provided us Carole Ann Hardenstein as a contact in New Jersey.

Comments are due back to me by December 2, 1996. Please feel free to call Terri Taylor or myself if you have any questions.

Thank you.

A handwritten signature in cursive script, reading "Kelly Ann Fennell".

Cc Ms. Marilyn Moore, MPSC Staff
Terri Taylor

**9-1-1 Database Processing Statistics
for Mechanized Sends **
State: Michigan**

Average Elapsed Time *

Period	Ameritech	Brooks Fiber	Century	GTE	Overall
Oct-96	249	83	325	177	214
Nov-96	219	74	324	71	176
Dec-96	249	121	333	60	185
Jan-97	288	197	444	151	263
Feb-97	161	125	497	49	223
Mar-97	358	267	405	91	287
Apr-97	147	134	225	41	138
May-97	136	197	368	34	176
Jun-97	240	172	435	93	239
Overall	227	150	372	85	212

Percentage of Files Processed within 1 Business Day

Period	Ameritech	Brooks Fiber	Century	GTE	Overall
Oct-96	100%	100%	100%	100%	100%
Nov-96	100%	100%	100%	100%	100%
Dec-96	100%	100%	100%	100%	100%
Jan-97	100%	100%	100%	100%	100%
Feb-97	100%	100%	100%	100%	100%
Mar-97	100%	100%	100%	100%	100%
Apr-97	100%	100%	100%	100%	100%
May-97	100%	100%	100%	100%	100%
Jun-97	100%	100%	100%	100%	100%
Overall	100%	100%	100%	100%	100%

* Elapsed Time represents the number of minutes from the time the file was received until its processing was completed.

** Data reflects processing statistics on those files received with all necessary information, including the proper sequencing data.

**Chronology of Efforts
regarding the
TCG 9-1-1 Data Reload**

Date	Effort or Event
August, 1996	Agreement reached that solution was to completely reload all 9-1-1 data related to TCG end users. Further agreed to begin with the Southfield 810/204 NXX. Target completion date for 810/204 was October 1, 1996; with the rest of data to be completed by year end.
9/13/96	Ameritech personnel (Ali, Gregg) met via conference call with TCG personnel (O'Leary) to discuss data requirements.
9/16/96	Ameritech completed scrub of 9-1-1 database; that is, all TCG records reflecting TCG as the end user name and the collocation address as the end user address were removed from the database in a mechanized process.
10/3/96	Received first tape from TCG. Tape contained 3,574 records. All records have alphas for class of service (class of service codes should be all numeric). Referred to TCG for correction and new data.
10/8/96	Received second tape. TCG submitted wrong geographical area -- Florida. Referred to TCG for new data.
10/14/96	Received third tape. Defective tape. Referred to TCG for new data. Performed manual correction of 3,560 records by changing class to residence or business accordingly.
10/16/96	Received fourth tape. Problems found with type of service, street directional, and community name. Referred to TCG; all other NPA/NXX's (besides 810/204) forthcoming via 1 tape.
10/18/96	Provided new address/routing file (ARF).
10/18/96	Completed manual entry of all data associated with 810/204 NXX by dumping records from first tape to paper and changing Class of Service (business or residence) indicator to proper code based on what TCG had provided. 3,560 records processed.

Date	Effort or Event
10/30/96	Received fifth tape. Problems with directional, type of service, selling out of rate area, pilot numbers missing. Referred to TCG for correction and new data.
11/5/96	Received sixth tape. Still problems with selling out of NPA area, pilots missing and other information. Referred to TCG for correction and new data.
11/7/96	Correspondence and emulation software sent to TCG for direct access to gateway processor.
11/11/96	Again, completed manual entry of remaining data by dumping tape contents to paper. 479 errors fell out from processing. Provided TCG with sample of errors to facilitate conference call to discuss.
11/12/96	Held conference call with TCG to discuss the types of errors identified and the steps required to correct those errors. Participants included Ameritech personnel (Ali, Gregg) and TCG personnel (O'Leary and an IT person)..
11/13/96	Provided full set of errors to TCG via fax.
5/8/97	TCG witness testified that all errors associated with DID and are appropriately not in the database.



July 1, 1997

Mr. John McCarron
WorldCom
800 South Wells, Suite 100
Chicago, Illinois 60607

Dear John,

As requested at our June 26, 1997 meeting and conference call, this letter serves to summarize for you the completed and planned activities undertaken to address the integrity of MFS WorldCom end user data in the Ameritech Michigan 9-1-1 database.

End user information is entered into the 9-1-1 database differently depending upon whether your end users are served via Centrex resale, wholesale resale or facilities based serving arrangements. MFS has end users that fall into all three categories.

For Centrex resale service, an extensive manual review was conducted to complete the verification. The results of an initial 10% sample of your Southfield Centrex indicated that what Centrex resale discrepancies existed could be cured by adding the Different Premises Subscriber Field Identifier (DPS FID) on the accounts in our billing records. Therefore, the manual review was necessary to identify all accounts that needed the DPS FID added. During the review process, the 9-1-1 database was updated as discrepancies were found and orders were issued to add the DPS FIDs as needed. The 100% verification of all 11 MFS Centrex systems was completed on March 14, 1997; the results are summarized in the attached.

However, pursuant to an incident reported by the City of Southfield on May 21, 1997, retarding a call from an end user served by your Southfield Centrex, a further review of that Centrex system was made. An error in submitting the changes to the 9-1-1 database was discovered and corrected. We then completed a sampling on your other Centrex systems and did not find any patterns or errors. We will continue to pursue and develop processes to mechanically verify the data for end users served via Centrex resale. We plan to conduct a special review of this type of data annually, in addition to our normal verification and reconciliation procedures.


For your wholesale resale service, we also conducted a manual review. A manual review was selected due to the small number of records to be verified. A listing of your end user customers were extracted from our billing records and compared to the 9-1-1 database. This review was completed in early March 1997; the results are summarized on the attached. We will be looking further at our processes as they relate to wholesale resale and 9-1-1 to determine what improvements, if any, can be made.

For your end users which are served on a facilities basis, we conducted the 100% verification and reconciliation process in cooperation with your organization. Your organization provided Ameritech with a data file containing all of your end user data related to 9-1-1. This file was then run through a reconciliation process at the 9-1-1 database and each record was compared to what was in the database. Any discrepancies (or errors) identified were immediately returned to your organization for review and correction. Corrected records were received from your organization and input into the 9-1-1 database. The reconciliation run was completed on April 10, 1997; the results are summarized on the attached. The correction process for all identified discrepancies was completed on April 29, 1997.

We will contact your organization as your end user data is included in future 9-1-1 database verification and reconciliation processes.

If you have any questions or comments, please feel free to contact me at (312)335-6764.

Sincerely,

A handwritten signature in black ink, appearing to read "Eric Larsen", with a stylized flourish at the end.

Eric Larsen
Account Manager

cc: William Breeze
Gary Hartner

MFS WORLDCOM
STATUS OF 100% COMPARE
FOR FACILITIES BASED
STATE: MICHIGAN

Compare performed on 4/8/97

# of Records Reviewed	1,110	
Discrepancies	#	%
# of Missing Records	387	94%
# of Error Records	24	6%
	<u>411</u>	<u>100%</u>
Overall Error Rate	37.03%	

* Missing records added to database on 4/11/97, with 41 records not passing edit checks.

* All discrepancies (24 from initial check and 41 from missing records) corrected by 4/29/97.

MFS WORLDCOM
STATUS OF 100% COMPARE
FOR WHOLESALE/RESALE
STATE: MICHIGAN

Discrepancy Type	#	%
Not in Database	6	50%
House # Only	0	0%
House # & Street Name	2	17%
End-User Name	1	8%
Not MSAG Valid	3	25%
Total Discrepancies	12	100%
# of Records	161	
Discrepancy Rate	7.5%	

Analysis completed Early March 1997.

MFS WORLDCOM
STATUS OF 100% COMPARE
FOR CENTREX RESALE
STATE: MICHIGAN

BTN	Lines Reviewed in both	In 911, not SBR**	On SBR, not 911**	Total Reviewed	Names Corrected	Addresses Corrected	Name & Address Corrected	Total Number of Errors	Error Rate	SBR Orders Issued *
313/422-0480	729	22	4	755	563	-	27	590	78.15%	45
313/462-3800	179	3	-	182	-	-	-	-	0.00%	0
313/913-5115	264	2	11	277	2	43	5	50	18.05%	0
810/347-7100	30	5	-	35	6	-	-	6	17.14%	0
810/471-0606	354	3	70	427	7	-	-	7	1.64%	1
810/524-5200	188	2	-	190	125	-	2	127	66.84%	15
810/547-9790	197	5	24	226	34	-	-	34	15.04%	0
810/597-0444	512	-	-	512	163	-	-	163	31.84%	24
810/626-3442	67	5	171	243	30	-	4	34	13.99%	0
810/646-6693	1,632	3	-	1,635	1,167	56	148	1,371	83.85%	87
810/799-7000	2,307	65	78	2,450	330	25	1,185	1,540	62.86%	127
Total	6,459	115	358	6,932	2,427	124	1,371	3,922	56.58%	299

* Reflects number of orders processed to add DPS FIDs to account.

** No errors encountered. Discrepancies due to different timing of 9-1-1 database pull and pull of SBRs.

Completed on March 14, 1997.



July 1, 1997

Mr. Larry Neeper
Brooks Fiber
2855 Oak Industrial Drive, NE
Grand Rapids, MI 49506-1277

Dear Larry,

This letter serves to summarize for you the actions that have taken place and are planned to address the integrity of Brooks Fiber end user data in the Ameritech Michigan 9-1-1 database. Ameritech has instituted a program to review all CLEC end user data in its 9-1-1 database to verify its accuracy. The review of your end user data has been completed.

End user information is entered into the 9-1-1 database differently depending upon whether your end users are served via Centrex resale, wholesale resale or facilities based serving arrangements. Brooks Fiber only has end users in the facilities based category.

For your end users, we conducted the 100% verification and reconciliation process in cooperation with your organization. Your organization provided Ameritech with a data file containing all of your end user data related to 9-1-1. This file was then run through a reconciliation process at the 9-1-1 database and each record was compared to what was in the database. Any discrepancies (or errors) identified were immediately returned to you for review and correction. Corrected records were received from your organization and input into the 9-1-1 database. The results are summarized on the attached. The reconciliation run was completed on February 27, 1997; the results are summarized on the attached. The correction process for all identified discrepancies was completed on February 28, 1997.

We will contact you as your end user data is included in future 9-1-1 database verification and reconciliation processes.

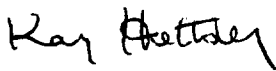
Additionally, we would like to address a recent database clean-up effort initiated on your part. On June 13, 1997, you submitted almost 24,000 updates to the 9-1-1 database while your daily submission had normally been approximately 400 records. From this update, approximately 13,00 records fell out as discrepancies or errors.

Error analysis show that most of these error resulted from restructuring of your pilot telephone numbers. Your old pilot numbers had not yet been **disconnected** in the 9-1-1 database and, therefore the new structure could not be processed. To correct the situation, you requested that Ameritech's vendor not return all 13,000 errors in the normal manner and then verbally requested that we remove the old pilot numbers from the 9-1-1 database. We could not do that since we need the proper process to be completed in order to remove existing records from the database. To assist you in issuing the database updates that will serve to remove the pilot numbers, we have provided you with a file containing your existing records so that you may produce the necessary database updates. The normal paper report listing the errors was provided to your organization on June 16, 1997; the requested special data file was provided on June 17, 1997.

We ask that in the future that you please notify us when you are going to be sending a data update file out of the ordinary, such as submitting 32 times the usual daily input volume, so that we can make provisions to process the volume of updates sent and make any necessary arrangements in advance. This allows us to balance the 9-1-1 database systems resources with your needs to process the updates to your data.

In your organization, we have been working with Fred Rock and Sandy Howard regarding 9-1-1 issues. If you have any questions or comments, please feel free to contact me at (248)948-0375.

Sincerely,



Kay Heltsley
Account Manager

cc: Martin Clift, Jr.

**BROOKS FIBER
STATUS OF 100% COMPARE
FOR FACILITIES BASED
STATE: MICHIGAN**

Compare performed on 2/27/97.

# of Records Reviewed	33,318	
Discrepancies	#	%
# of Missing Records	1,993	75%
# of Error Records	678	25%
	<u>2,671</u>	<u>100%</u>
Overall Error Rate	8.02%	

- * Missing records added to database on 2/27/97, with 47 records not passing edit checks. All corrections to these records completed 2/28/96.
- * The 678 errors returned to Brooks Fiber for resolution. Corrections worked directly with NDSC.